

FIG.1

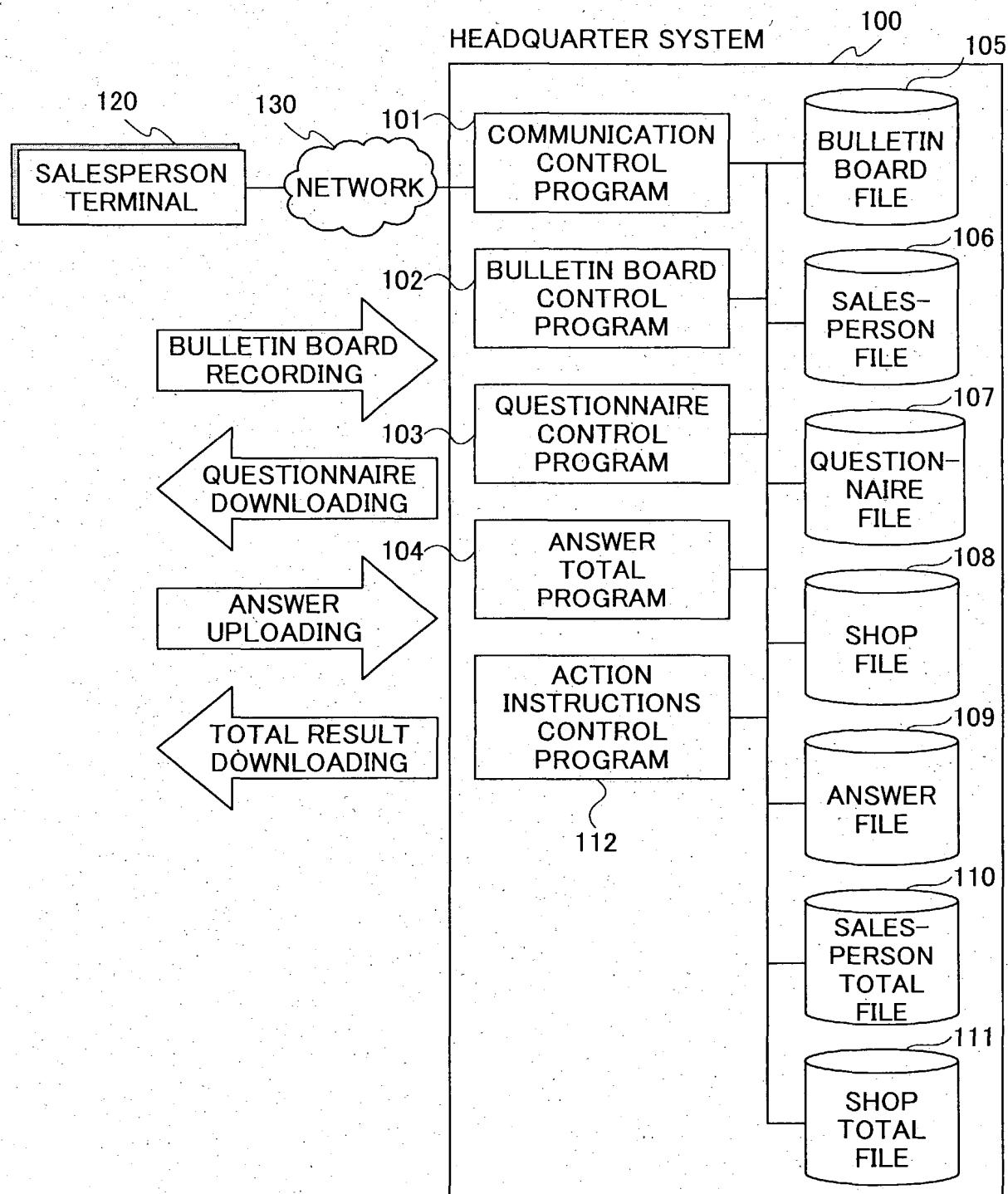


FIG.2

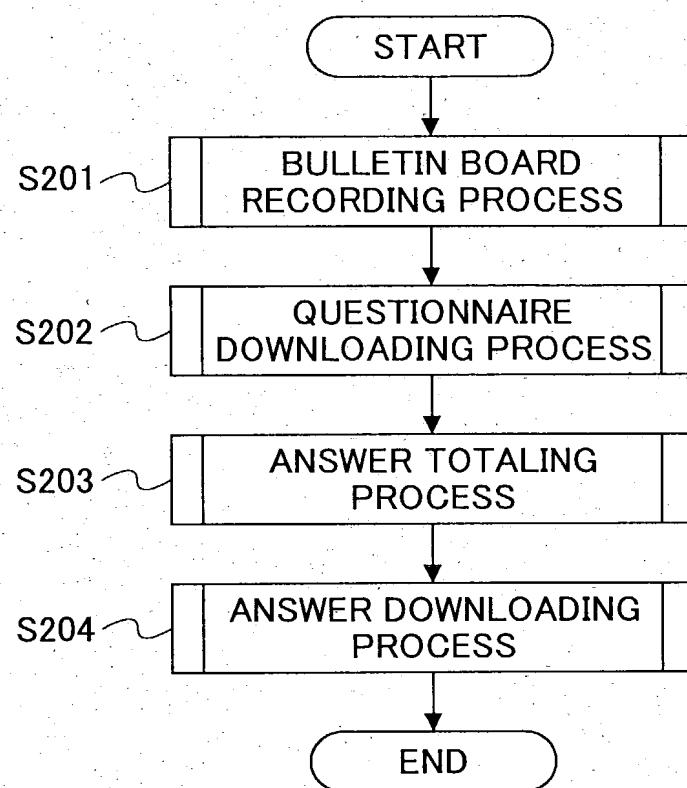


FIG.3

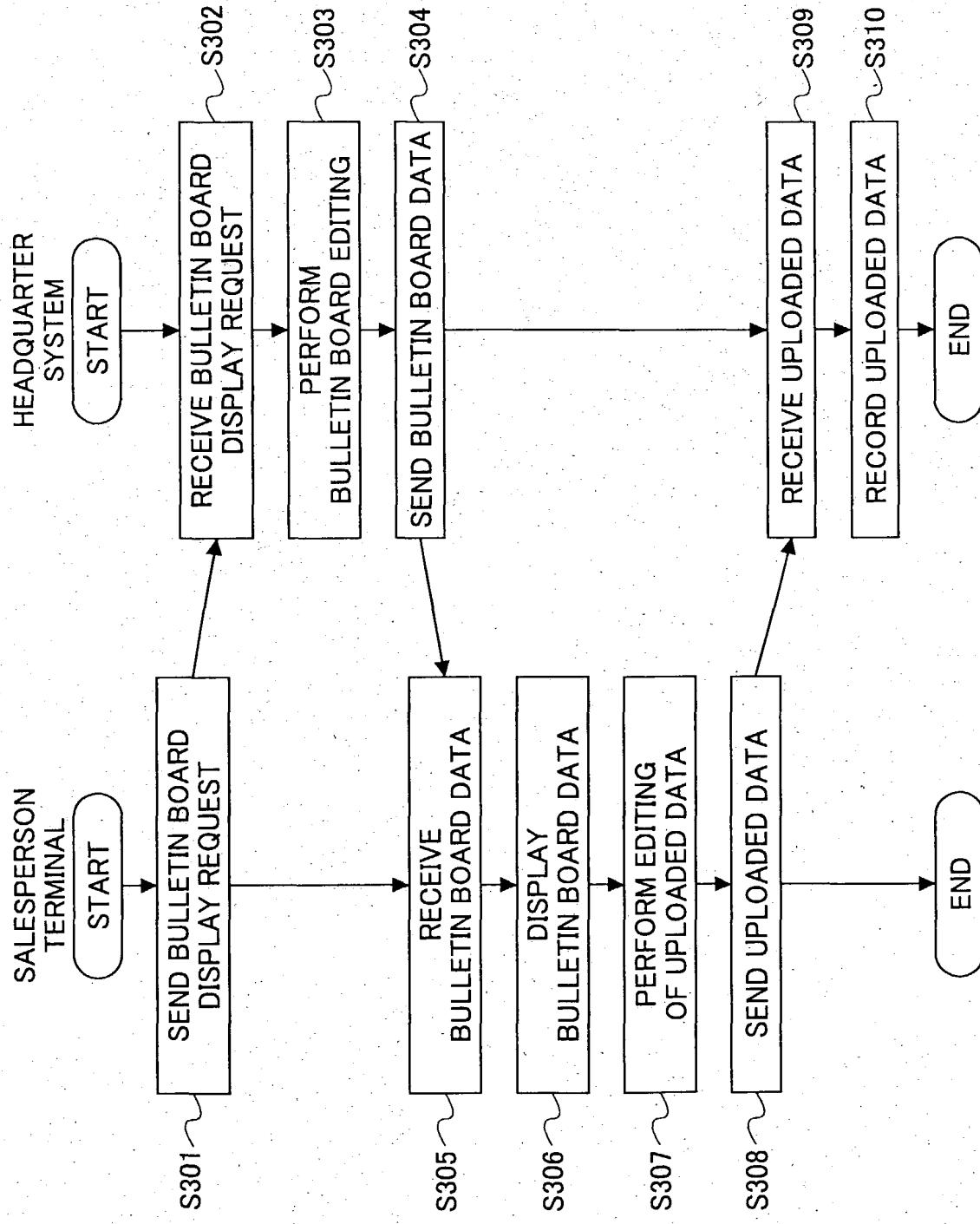


FIG.4A

401

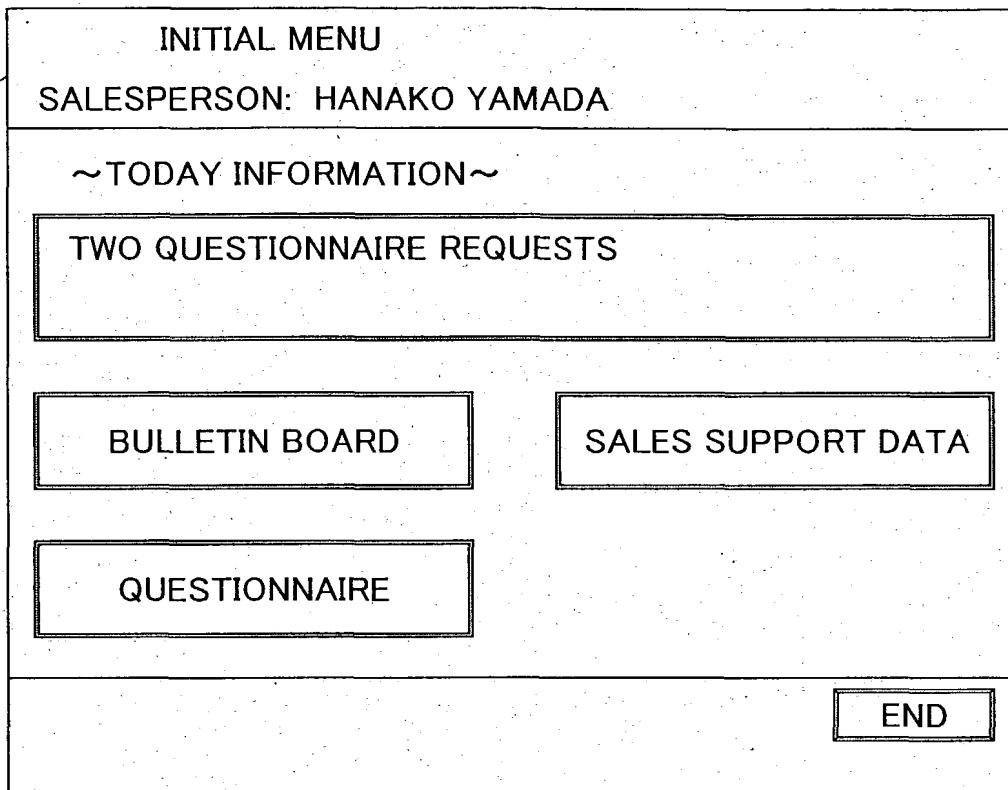


FIG.4B

402

OPINION NO.	CONTENTS	RECORD DATE
op001	COMMENTS ON PRODUCT B	2002.07.01
op002	COMMENTS ON PRODUCT C	2002.07.02
op003	COMMENTS ON PRODUCT D	2002.07.02
	:	

This diagram represents a table of opinions. The table has three columns: 'OPINION NO.', 'CONTENTS', and 'RECORD DATE'. It contains five rows of data. The first three rows have specific values: 'op001' with 'COMMENTS ON PRODUCT B' and '2002.07.01', 'op002' with 'COMMENTS ON PRODUCT C' and '2002.07.02', and 'op003' with 'COMMENTS ON PRODUCT D' and '2002.07.02'. The fourth row is empty. The fifth row contains a colon in the 'CONTENTS' column, indicating that there are more entries following it.

FIG.5A

501

BULLETIN BOARD SCREEN

SALESPERSON: HANAKO YAMADA

001 COMMENTS ON PRODUCT B
002 COMMENTS ON PRODUCT C
003 COMMENTS ON PRODUCT D

RECORD END

FIG.5B

502

BULLETIN BOARD RECORDING

SALESPERSON: HANAKO YAMADA

COMMENTS ON PRODUCT A

RECORD CANCEL

FIG.6

601

BULLETIN BOARD FILE

OPINION NO.	CONTENTS	RECORD DATE
op001	COMMENTS ON PRODUCT B	2002.07.01
op002	COMMENTS ON PRODUCT C	2002.07.02
op003	COMMENTS ON PRODUCT D	2002.07.02
op004	COMMENTS ON PRODUCT A	2002.07.03
	:	

FIG.7

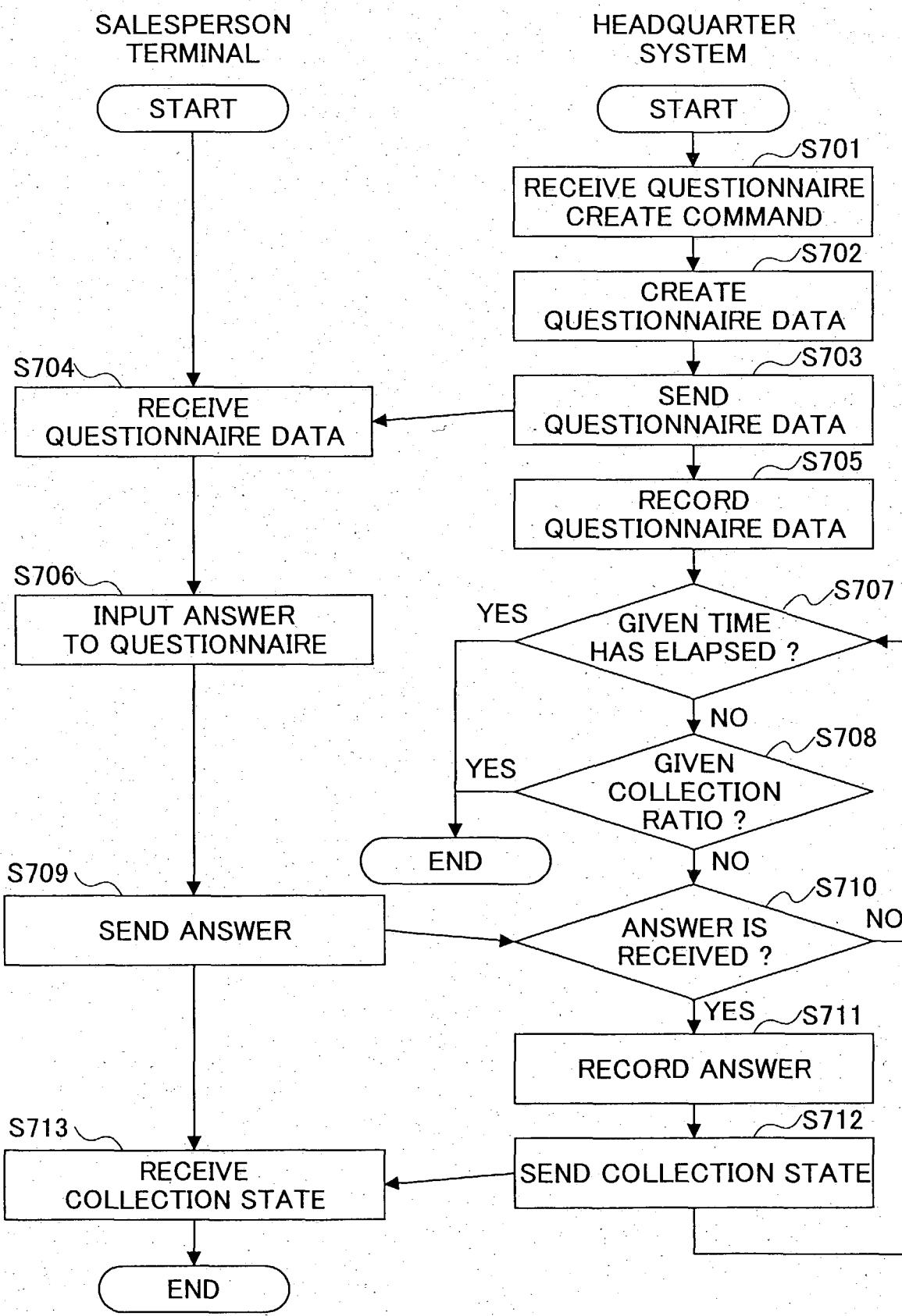


FIG.8A

801

BULLETIN BOARD SCREEN
SYSTEM ADMINISTRATOR

- 001 COMMENTS ON PRODUCT B
- 002 COMMENTS ON PRODUCT C
- 003 COMMENTS ON PRODUCT D

QUESTIONNAIRE CREATE END

FIG.8B

802

QUESTIONNAIRE
SYSTEM ADMINISTRATOR

PLEASE INPUT YOUR OPINION TO THE FOLLOWING
SUCCESS CASE:

COMMENTS ON PRODUCT B

- APPROVE
- APPROVE PARTLY
- NO COMMENT
- DISAPPROVE

SEND ANSWER CANCEL

FIG.9A

901
QUESTIONNAIRE FILE

QUESTION NO.	CONTENTS	RECORD DATE
q001	ABOUT PRODUCT D	2002.06.01
q002	ABOUT PRODUCT B	2002.07.10
	:	

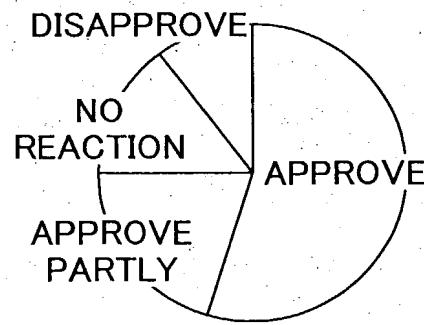
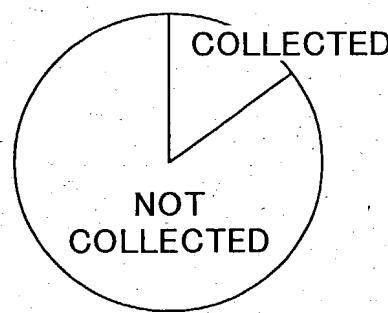
FIG.9B

902

COLLECTION STATE SCREEN
SALESPERSON: HANAKO YAMADA

YOU ARE 52ND PERSON WHO ANSWERED
(AMONG 365 PERSONS)

~COLLECTION STATE~



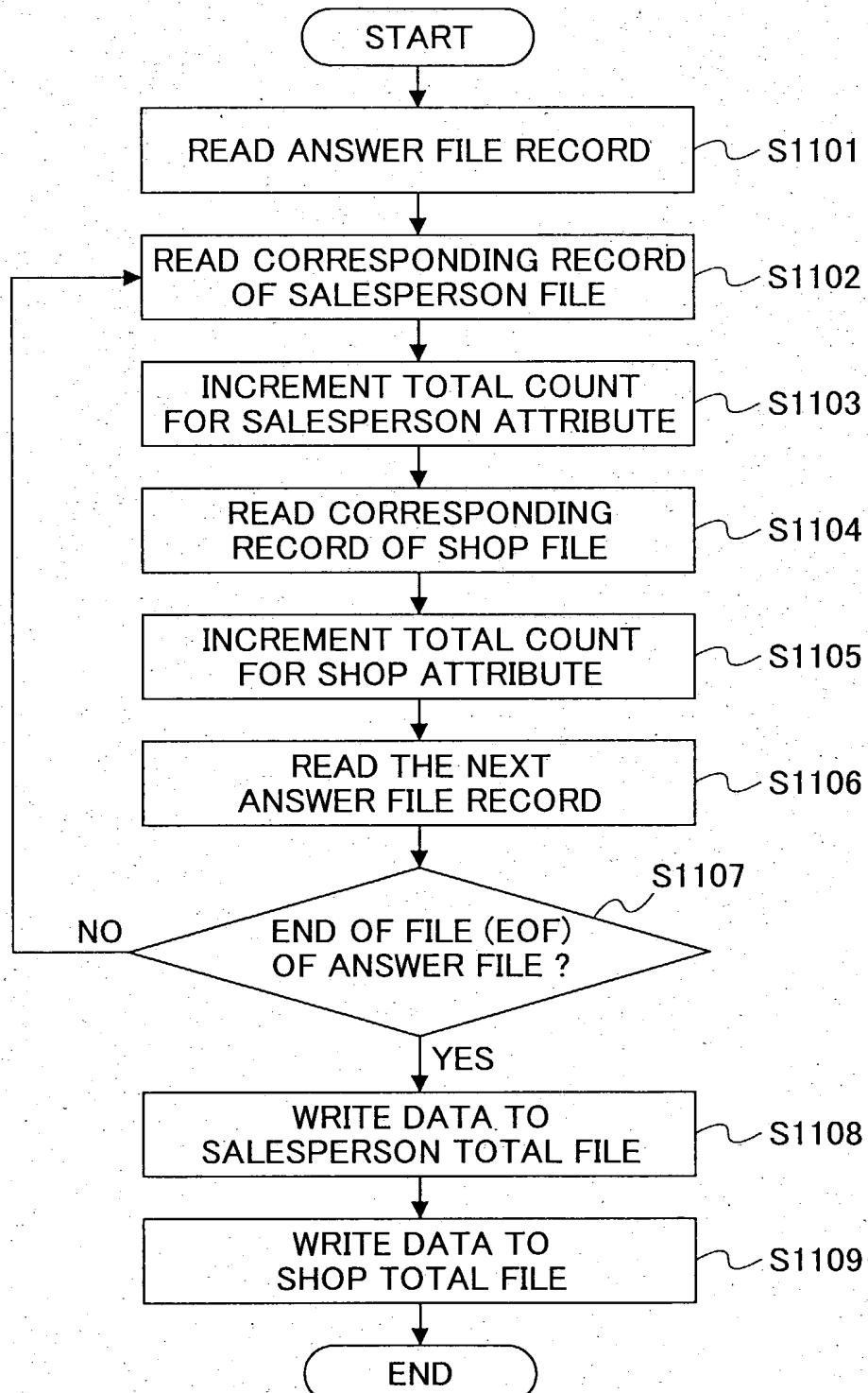
END

FIG.10

1001 ANSWER FILE

ANSWER NO.	SALESPERSON NO.	ANSWER
q001	h001	APPROVE
q001	h002	APPROVE
q001	h003	APPROVE PARTLY
q001	h013	DISAPPROVE
	:	

FIG.11



1201
SALESPERSON FILE

FIG. 12

PERSON NO.	PERSON NAME	SHOP No.	CATEGORY	SKILL	KNOWLEDGE
h001	H. YAMADA	t001	SUITS	EXCELLENT	ABOVE 20 DOMES./IMPORT
h002	M. OHKUSHI	t001	BLOUSES	GOOD	ABOVE 10 DOMES./IMPORT
h003	K. SATO	t002	COATS	LEADER	ABOVE 5 DOMES./IMPORT
h004	H. ITO	t003	SWEATERS	3 YEARS	ABOVE 3 DOMES. ONLY
h005	Y. TANAKA	t003	BOTTOMS	1-3 YEARS	ABOVE 3 IMPORT ONLY
	:				

FIG.13

1301

SALESPERSON ATTRIBUTE TOTAL COUNT FILE

ATTRIBUTE	CONTENTS	APPR.	A.P.	N.C.	DISAPP.
CATEGORY	SUITS	50	3	5	201
	SWEATERS	152	110	5	3
	BLOUSES	201	50	3	5
	COATS	50	162	20	1
SKILL	EXCELLENT	110	5	3	152
	GOOD	152	110	5	3
	LEADER	201	50	3	5
	NEWCOMER	50	162	20	1
KNOWLEDGE	ABOVE 20	110	5	3	152
	ABOVE 10	50	3	5	201
	ABOVE 5	152	110	5	3
	OTHER	50	3	5	201
	⋮				

FIG. 14

1401 SHOP FILE

SHOP NO.	SHOP NAME	TYPE	LOCATION	CUSTOMERS	COMPETITORS
t001	A	U.DEP.T.	URBAN	SENIOR	DOMES. UP
t002	B	S. DEPT.	SUBURB	UP. MIDDLE	DOMES. MID
t003	C	CMP.	MAJOR CITY	MIDDLE	DOMES. LW
t004	D	SUPR.	MINOR CITY	CARRIER	IMPORT UP
t005	E	CHAIN	LOCAL SUB.	YOUNG CA.	IMPORT MID
t006	F	PRIV.	TOWN	YOUNG	IMPORT LW
	:				

FIG.15

1501

SHOP ATTRIBUTE TOTAL COUNT FILE

ATTRIBUTE	CONTENTS	APPR.	A.P.	N.C.	DISAPP.
TYPE	U.DEPT	152	110	5	3
	S.DEPT	201	50	3	5
	CMP.	50	162	20	1
	SUPR.	110	5	3	152
LOCATION	URBAN	50	3	5	201
	SUBURB	152	110	5	3
	MAJOR C.	201	50	3	5
	MINOR C.	50	162	20	1
CUSTOMER	SENIOR	110	5	3	152
	UP. MID.	152	110	5	3
	MIDDLE	201	50	3	5
	CARRIER	50	162	20	1
COMPETIT.	DOMES. UP.	110	5	3	152
	DOMES. MID.	152	110	5	3
	DOMES. LW.	201	50	3	5
	IMPORT UP.	50	162	20	1
	⋮				

FIG.16

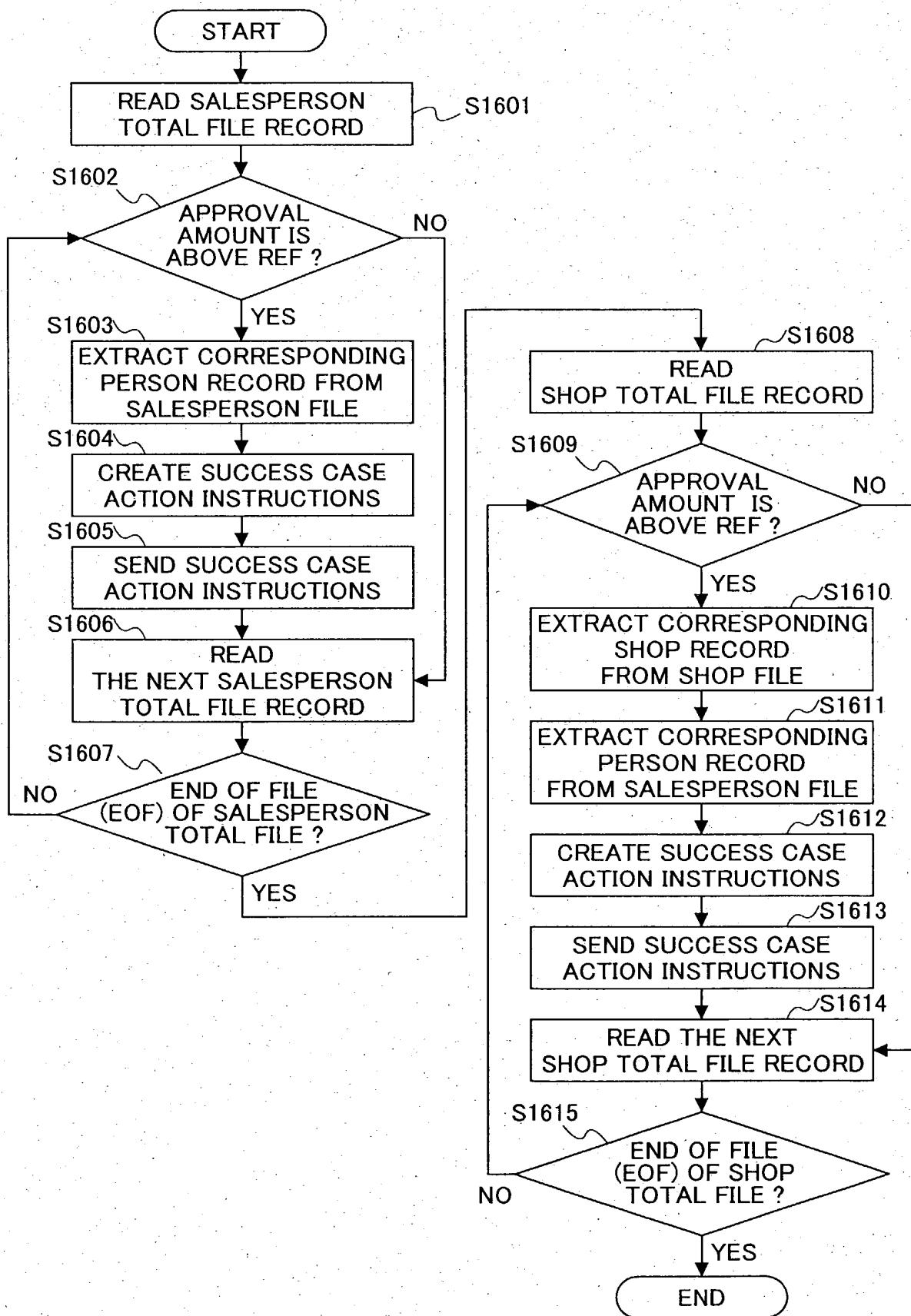


FIG.17A

1701

SUCCESS-CASE ACTION INSTRUCTIONS

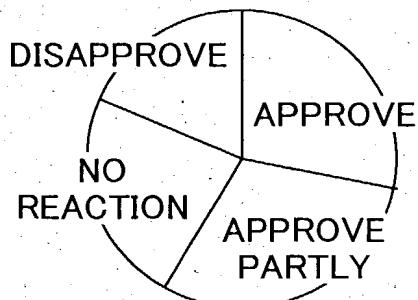
SALESPERSON: HANAKO YAMADA

FROM RESULTS OF QUESTIONNAIRES,
PLAN "A" WAS FOUND EFFECTIVE TO
INCREASE SALES. ACTION TOMORROW.

Q002:

PLAN A

ANSWERS



GRAPH

END

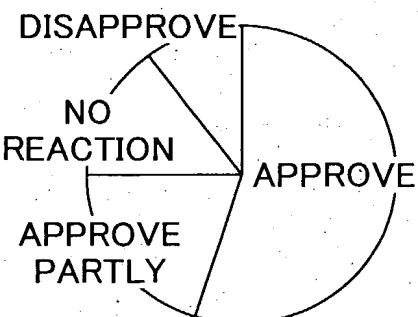
FIG.17B

1702

SUCCESS-CASE ACTION INSTRUCTIONS

SALESPERSON: HANAKO YAMADA

ANSWERS OF
SALESPERSONS WITH
SIMILAR SKILL



END

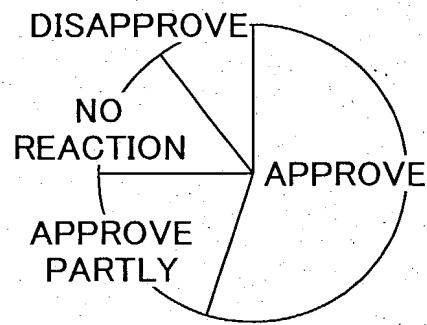
FIG.18

1801

SUCCESS-CASE ACTION INSTRUCTIONS

SALESPERSON: HANAKO YAMADA

ANSWERS OF
SALESPERSONS AT
SHOPS OF SIMILAR SIZE



END

FIG.19

1901

SALES REPORT

SALESPERSON: HANAKO YAMADA

~OVERVIEW OF NOVEMBER 1ST WEEK SALES~

SALES	CURRENT RESULTS	PREVIOUS YEAR RESULTS	BUDGET RATIO	YEAR RATIO
SUITS	685	638	100.6%	108.2%
JACKETS	345	265	121.1%	130.2%
BOTTOMS	182	171	99.0%	106.4%
TOTAL	1,212	1,069	105.4%	113.4%

NEW PRODUCT REPORT

SUCCESS CASE

PRODUCT A WITH SIGNBOARD “XXX”

FAILURE CASE

PRODUCT A COMBINED WITH PRODUCT B

RECORD

CANCEL

FIG.20

2001

CUSTOMER TREND

SALESPERSON: HANAKO YAMADA

NEW PRODUCT "A" IS INCREASINGLY POPULAR.
TODAY 3 CUSTOMERS PURCHASED IT.

SELECT ANY THAT SUIT THE CASE.

SUCCESS FAILURE RECOMMENDED ^{ABOUT}
 ^{PRODUCTS} ABOUT SERVICE ABOUT PREMISES OTHERS

RECORD

CANCEL